



JOB DESCRIPTION – PROGRAM CO-ORDINATOR

Rank: Staff

Department: Hotel Management

Main function: The Programme Co-ordinator is fully responsible for co-ordinating and producing the Daily Program. Also supervises and co-ordinates the printing and distribution. The Program Co-ordinator will take minutes of various meetings when required. The Programme Co-ordinator will assist the Front Desk Manager with the front office operation were required and will work closely with the Hotel Director and the Crew Coordinator.

Reports to: Hotel Director

Direct Subordinates: n/a

Cabin: Shared

1. PROFILE

- Must have previously held position within the Front Office onboard a passenger cruise ship.
- Must have Typing skills & Computer knowledge: Windows XP, Word, Excel, MS Outlook.
- Must have good knowledge of Desk Top Publishing
- Must have good knowledge of **Macintosh Computers** and its Software for the design and the production of the daily program
- Must be able to deal with crew and passengers in a professional manner
- Must speak and write English & German fluently
- Must be a self starter and able to motivate others in department
- Must be a good organiser and communicator and feel comfortable working with crew of different nationalities.
- Must be able to work under pressure and meet deadlines and work to established standards
- Must have strong character with developed leadership skills
- Must have pleasant disposition and friendly personality
- Must have high degree of patience and understanding

2. AREAS OF RESPONSIBILITY:

Reporting directly to the Hotel Director and Front Desk Manager in all matters relating to the daily program

To prepare master layout of daily program schedule covering all activities to be approved by the Hotel Director

To distribute layout to all Department Heads and collection of completed layouts

To compile all information into the master schedule for approval by Master, Hotel Director, Cruise Director and other Department Heads as required

To deliver final daily program checked and corrected to printer for printing

To co-ordinate the distribution of the printed daily programme

To file all daily programs and compile one copy for delivery to the Hotel Operations Department



3. POSITIONS DEMANDING CLOSE LIAISON

Staff Captain	Daily Program Ships Schedule
Hotel Director	Daily operational matters
F&B Manager	Daily Program for F&B outlet timings
Front Desk Manager	In relation to Front Office Operations
Crew Coordinator	Assist when required
Cruise Director	Daily Program for Entertainment & Activity timings
Concessionair Managers	Daily Program for the concession outlets
Shore Excursion Manager	Daily Program for Embarkation and Disembarkation coordination with tours.

4. COMMUNICATION

Daily with Hotel Director, Front Desk Manager, Cruise Director and Staff Captain
Once per cruise Departmental meeting

5. PASSENGER SERVICE

Deal with all passenger comments as quickly and professionally as possible.
Attend cocktail parties, dinner and other social functions as requested by Hotel Manager

6. MANAGEMENT

Lead subordinates successfully into productive working methods by setting an example

Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of same.
Follow up on disciplinary reports.

It is expected, that the Program Co-ordinator is fully aware of the company standards as outlined in the Hotel Management Manual. The Program Co-ordinator is expected to know the job description of each crew member in his/her department.
Ensure, that the set standards are kept and crew members work according to their respective job descriptions. Corrective action to be taken to ensure standards are upheld.

To review passenger ratings at the weekly departmental meeting and to take immediate corrective action. To request assistance of Front Desk Manager at any time to achieve this.

Check on existing standards by asking crew members of their opinion and suggest modifications to Hotel Director where Passenger Service are concerned.

7. UNIFORM TO BRING ON BOARD

Male	Female
White Shoes	White Shoes
Black Shoes	Black Shoes
White Socks	Flesh Tights
Black Socks	Black Tights
White Belt	White Belt

I have read and discussed the above and I fully understand the description of my job.



CRUISE & FERRY SERVICES GROUP

Program Co-Ordinator